

Supply, Installation, Testing, Commissioning & Maintenance of EPABX system and Telephones for M/s.HLL Lifecare Ltd., at HINDLABS Diagnostic Centre and Polyclinic, Thiruvananthapuram, Kerala

Tender No. HLL/CHO/HCS/PROJ/2016-17/04 dated 01-08-2016



HLL LIFECARE Ltd.
CORPORATE AND REGD. OFFICE
HLL BHAVAN, POOJAPPURA
THIRUVANANTHAPURAM
0471-2354949, Ext. 331,325,326,289.

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GENERAL TERMS & CONDITIONS

1. Eligibility criteria:
 - a. The prospective bidder should have minimum three years experience in supply, installation, commissioning and maintenance of EPABX and telephones. The copies of purchase order /satisfactory performance certificates/Installation certifications for the similar works (at least two such installations value of Minimum Rs.Twenty five thousand per work using the quoted product) done for the past three years may be attached along with the bid.
 - b. The bidder should be the authorized partner/dealer/distributor of the OEM quoted for which authorization letter of the OEM should be attach along with the bid document
 - c. The bidder should have service support centre / authorized service partner at Trivandrum District and such details may be mentioned in the bid.
2. The schedule of quantities is appended. Bidders are advised to go through the entire general terms and conditions of this contract carefully.
3. Earnest money of Rs.3000.00 in the form of a Demand Draft taken from a scheduled bank, payable at Thiruvananthapuram , Kerala issued in favor of HLL Lifecare LTD, HLL Bhavan, Poojappura, Thiruvananthapuram, Kerala. which should be placed in a separate sealed cover marked "Earnest Money" shall be submitted along with the tender. EMD of the unsuccessful bidders will be returned with in 15days from the date of issue of work order. The EMD of the successful bidder will be converted into security deposit / retention money.
4. The filled & duly signed tender (signature on all pages of the tender) should be submitted to Office of the Associate Vice President & Branch Head, HCS Division, HLL Lifecare Limited, Corporate Office, HLL Bhavan, Poojapura, Thiruvananthapuram, Kerala on or **before 18-08-2016 by** 15.00 Hrs. The application shall be clearly marked"Supply, Installation, Testing, Commissioning & Maintenance of EPABX system and Telephones for M/s.HLL Lifecare Ltd., at HINDLABS Diagnostic Centre and Polyclinic, Thiruvananthapuram, Kerala " The tender will be opened at 16.00Hrs on the same day itself in the presence of interested bidders or their authorized representatives who choose to attend at the time of opening of tender.
5. The work shall be completed within 5 days from the date of receipt of Work Order or LOI.
6. 5% of the RA Bill value will be deducted from each bill towards retention money / security deposit.
7. The tender for the work shall remain open for acceptance for a period of 90 days from the date of opening of tender.
8. The contractor shall visit the site before quoting the rates and clarifications if any required can be had from the address mentioned above.

9. Rates quoted should be inclusive of all cost of materials, Tools/Equipments labor charges, conveyance to site, handling charges, loading and unloading charges, hiring charges, clearing of debris, statutory payments etc.
10. The Management reserves the right to accept or reject the Tender either partially or fully without assigning any reason what so ever.
11. The work should be carried out without causing any inconvenience to the public and shall ensure that no damages are caused to the existing site premises.
12. During the execution of work the contractor or authorized representative should be present at site.
13. All Materials, Equipments/ Tools required for the work should be arranged by the contractor and brought to site for the timely completion of the work.
14. The materials used shall be as per specification and of good quality.
15. The Contractor has to arrange necessary insurance coverage for the machine, workmen etc. deployed by him. He shall arrange all safety measures to protect his workmen and also the properties of HLL.
16. Retention Money (Security Deposit) and Defect liability period: Retention money (Security deposit) will be released only after the defect liability period of one year from the date of issue of Work Completion Certificate.
17. The work site safety of all employees, their ESI, PF etc will have to be borne by the contractor.
18. Taxes & Duties: The amounts quoted in the tender shall be inclusive of all taxes and duties. Bidder shall provide TIN Number, Service Tax Registration No. , PAN No. Statutory deductions like income tax, work contract tax, VAT, ESI, PF, etc. will be deducted from the bill as per the rules of the Company.
19. Penalty for delay: Penalty shall be imposed at 0.5% per week to a maximum of 7.5% of the contract value for any delay committed by the contractor in completing the work as per the order.
20. Measurement: The method of measurement of completed work shall be in accordance with the standard measurement.
21. Payment Schedule: Payment of 90% of the total price of the goods shall be paid within 30 days upon delivery, installation, commissioning and acceptance. Payment of 10% of the total price of the goods shall be paid against a performance bank guarantee from a nationalized bank equal to 10% of the contract value valid for the guarantee period of one year from the date of acceptance/handing over.

22. The Quantity shown in the schedule is an approximate estimated quantity. No rate revision will be entertained if the quantity increases/decreases due to the site condition while executing the work.
23. If contractor is executing any extra items as per direction of Engineer in charge / Officer in charge, it will be billed as per the Market rate.
24. Documentation with regard to the user manual, connection diagrams, standard operating procedure, etc., should be prepared and submitted to HLL upon completion of the works.
25. During the Defects Liability period, it shall be ensured that the system shall be running without any defects and the defective items, if any, should be replaced at free of cost.
26. Settlement of Dispute: Arbitration shall not be the means of settlement of dispute or claims or anything on account of this Contract. If any disputes and difference arising out of the contract are to be settled by a civil court at Thiruvananthapuram, Kerala.

For HLL Lifecare Ltd.

Associate Vice President and Business Head (HCS)